

**Special points of interest:**

- MARIA MULVEY WITH THE CAPITAL MINI-MOTOR POOL HONORED AS MOTOR POOL OF THE MONTH.
- APRIL 26TH FEDERAL AUCTION, HELD AT SURPLUS PROPERTY, GROSSES \$63,745.
- STEVE SALTZGIVER TO GIVE SPEECH AT RMFMA CONFERENCE IN WENDOVER.
- HOW DO YOU CELEBRATE MAYDAY? ^ ^

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## The Fuel Network And The ITS Help-Desk

For more than a year the Division of Fleet Operations/Fuel Network has been utilizing the ITS Help-Desk/Remedy System to log employee's assigned tasks and has recently begun to expand the information collected through the system.

Fuel Network Manager Jeff Done explained, "We have started documenting maintenance, fuel-site outages, fuel card problems and what have you, through the Help-Desk. We will be using the information collected through the help-desk to create a database."

Another area that the Help-Desk/Remedy System is expanding the Networks ability to get the job done quickly and professionally is customer service.

"The customer requests are handled through the [Help-Desk] call center which is open 24-7, 365 days a year. They take a message and then they page and e-mail everyone in the Fuel Network group, so who ever is available will respond, it might be Kathryn, it might be Michelle, it might be me," Done said.

Since the customer requests have been going through the Help-desk the Fuel Network has seen a dramatic increase in productivity. New fuel card request turn-around time has dropped from eight working hours to three. To further streamline the customer response time, the Fuel Network has trained the Help-



Desk call center personnel to handle many of the fueling card issues, such as problems at the pump. This training enables many calls received after-hours or on weekends to be dealt with before the next business day.

"The people at the Help-Desk have all been trained in GasCard procedures and they do know how to deal with a lot of the calls," he said.

The Fuel Network is trying to encourage all of their customers to contact the Help-Desk for any requests. All customer calls, FAXs and requests made to Fuel Network personnel directly will have to entered into the Remedy System by the person assigned the task, thus increasing the response time. The phone number to the ITS Help-Desk is 538-3440 for local calls or for outside of the

Salt Lake City area call 1-800-678-3440.

"There is going to be a learning curve, we are moving our customers out of their comfort zone, but they will appreciate the advantages of the new system," Done said. "I feel we are providing better customer service by utilizing the Help-Desk."

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## Operations Success... ARI Passes Impartial Testing

As the Division of Fleet Operations (DFO) continues to implement the new state-wide vehicle maintenance and emergency roadside assistance program through the ARI Company, many State employees have begun to voice some concerns that they will have similar problems with ARI that they had experienced with PHH, who provided the State with roadside assistance in the past. After hearing the concerns of his staff, John Misel of the Department of Workforce Services decided to conduct two roadside tests in different areas of the State, one rural, one urban.

Misel reported a lock-out situation in Salt Lake City and in Moab, which is located in a remote part of southeastern Utah. In both locations the help arrived within 15 minutes. However, there was a small problem when conducting the test in Moab.

"The guy [from ARI]

couldn't find Moab anywhere, but he made a good comment which was... 'I won't leave ya' stranded, so hang on, I'm not going to cut you off, but I'm going to be talking with other people.' So I held on for two or three minutes and then he came back on and said that he had found someone in the area and put us together on a conference call. I told [the vendor] where to find me and fifteen minutes later he pulled up", Misel said.

The vendor from Moab told Misel that he thinks that ARI is a good company to work with, they make their payments on time and are always willing to explain things so that the customer feels secure that help is on the way.

The one other small inconvenience that Misel discovered is that customers will need the ZIP code or highway mile marker number when calling for assistance.

"I called ARI and they

said give me the ZIP code and I had no clue. So I was stupid and said... 'I'm right here at the corner of...' and he said, 'well keep in mind that I'm in Detroit Michigan'. So I just asked someone walking around, then the [ARI guy] told me that Mac Towing would be there within 15 minutes and if they had not arrived within that time to give him a call back, but Mac Towing pulled up eight minutes later," he said.

It was explained to Misel that ARI divides the states into grids to keep the customers wait time down. Other than the two minor inconveniences, he found this to be a very competent and customer friendly experience.

The Division of Fleet Operations would like to know how things are going with you and ARI. Please respond to the following survey <http://fleet.state.ut.us/arisurvey.html>

### Did You Know?

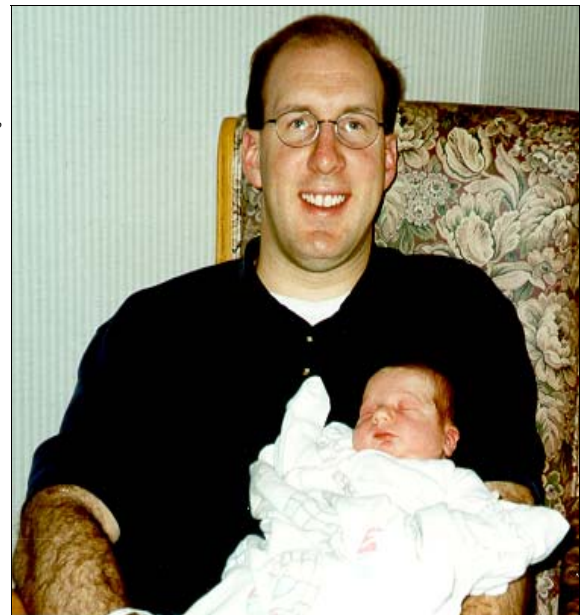
The State of Utah Fuel Network has had 80,437 GasCard Transactions during March of this year, of those transactions, 33,452 Transactions were for State owned vehicles, for a combined total of \$582,791 in 509,512 gallons of fuel.

## Personnel Note

At 10:03 p.m. Tuesday April 3, 2001 Division of Fleet Operation Management Analyst, Sam Lee became the father of a healthy 8lb15oz bouncing baby. He reports that mother and baby are doing very well. The proud parents have named the baby Kendal John Lee.

This is Lee's third child. He has boy named Adam who is almost four and a two-year old little girl named Savannah. The siblings are helping Mom as much as possible and having a great time with their new baby.

"He's a healthy, happy beautiful boy," Lee said. "And he sleeps six hours at a stretch, it's all good."



# Take Your Daughter To Work

By the future writers Adrianna Price (Mom Tanya) CharLee and Samantha Brush (Mom Tracie),



Pictured left to right, Adrianna Price, CharLee & Samantha Brush

## Did You Know?

59% of the 3500 Fleet Vehicles that will be included in the ARI program, are already active.

This is the story of how we are spending the day with our Moms on "Take Your Daughters to Work Day" 2001.

In the morning we went down to the auditorium to eat breakfast and to listen to speech about the Olympics. At the breakfast we got a pen, stickers one to put our name on and one that is just for fun, a Stared notebook that helps you do math on the back. We got a bag of stuff from office depot that has post-it's notes and some little mark it things, to mark your spot with, they come in a lot colors. We also won some pins and magnets t-shirts and a Beanie Babies from the drawing.

After that we went on some rides they had here at the

Capitol. We all did the bungee jump, I did flips and hit my head on the cushion, they called it a shave when you hit your head. CharLee hit her head on the cushion and cut her leg on some wires that were there and Adrianna had fun just jumping up and down. CharLee and Adrianna did the Bobsled they said it was hard to steer. You have to use your legs and feet. All of us did the Ski Racing my

fastest time was 5.7, Adrianna's time was 7.1 and CharLee beat us both. Her time was 5.4.

After that we at lunch. We had fries, soda, sandwiches, salad, chicken nuggets and cheesecake. It was really, really good. We had apple juice and soda to drink. Oh, that was really, really, really good.

Then we came back here, to our Mom's office, and wrote our friend Al an e-mail and he wrote us back, that was fun. Then while we were playing office we were given some real jobs to do. I learned how to work a laminating machine. Adrianna and CharLee took pictures of the shuttle and went for a ride.

In the afternoon we went to a museum. It was all about Brigham Young and his wives. He had seven wives and seven kids and built a big house for just one of his wives to live in. When he died she moved out because it was too big and it reminded her of him.

There were other daughters in my Mom's office too. Chrissy Litz, not pictured, came with her Mom (Cindy), Alys Hansen (pictured in the center) came with her Dad (Ken) and Krystopher (back row in yellow) Kourtlyn and Kamryn Broschinsky came with their Dad (Mike) and brought their cousin Janeya Campbell (back row in black).





# Incentive Awards



Tracie Brush

On Friday, March 23, 2001 the Utah State Agency for Surplus Property (USASP) held a highly successful State surplus property auction. The reason for its success, without a doubt, was the teamwork of the personnel, both State & Federal. We would like to take this opportunity to say Thank You and to award a

Team Recognition Award to USASP Manager, Dave Regan and his entire staff: Shelli Stephenson, Lanna Harrison, Gus Cansino, Sam Wood, Lori Potter, Todd Barker, Dan Martinez and Glen Wright. GOOD JOB TEAM!

Judy Wilkins received a Recognition Award for her efforts in creating an invoicing program to be used at the surplus auction. She worked day and night to get the system running in time for the day of the auction.

Anne Stehno was recognized for her efforts in "Getting the Job Done" while the procurement team was short-handed this past month. She has shown great loyalty to her position and wonderful customer service skills. Thanks Anne.

Peter Musser was awarded twice this month! He received a Recognition Award for assisting the Division ITS group with getting the Surplus Property tracking system back on line with minimal loss of data...and for helping a telecommuter out of a difficult computer jam.

Tracie Brush received an Extra Mile Award for seeing a huge task that needed to be done and handling it without being asked. Her efforts brought this project to a close before it was even assigned a due date! What will we do without you Tracie???

Congratulations to everyone honored by their peers this month! To nominate someone you have caught in the act of doing something

good, simply fill-out and submit the following form.

<http://fleet.state.ut.us/incentiveaward.html>

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